



## Internal Revenue Service Small Business/Self-Employed Taxpayer Education and Communication

# IRS Stakeholder Headliners... and more

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*This e-mail is being sent to you for distribution to your organization's members. If you need further assistance please contact your local Taxpayer Education and Communication (TEC) office, which can be found at [Taxpayer Education and Communication](#).*

Dear Partner,

We are pleased to be able to provide you with the latest IRS information to be included in your newsletter, publications and/or web site. The attached TEC "Headliner Package" includes information regarding a **new toll free line dedicated to business and specialty taxes and a second new line assists customers with refund information**. This is important to your membership because it allows them to apply for a new EIN and provides specialty assistance for small business customers who have specific questions on business returns. It will also allow a more efficient way to get information regarding refunds.

On December 2, 2002, the IRS will open the new Business and Specialty Tax Line on 1-800-829-4933. This line will be available for customers who want to apply for a new Employer Identification Number (EIN) or who need assistance with Employment Taxes; Partnership, Corporation, Estate, Gift, Trust and Excise Returns; Federal Tax Deposits; and other small business issues. This line will eliminate some of the traffic on the traditional individual line 1-800-829-1040 and will provide more specialized service to customers.

A new Refund Hotline will be available on 1-800-829-1954. The IRS established this line to provide more efficient service to customers regarding their refunds. If you have access to the Internet, an even faster way to get refund information is through an automated self-service feature called "Where's my Refund?" at <http://www.irs.gov/>. This service is available 24 hours a day, 7 days a week.

The package includes a [drop-in article](#), [talking points](#), and [Q&A's](#). We hope that you find the attached information helpful. The talking points are excellent should you hold a meeting on the subject or prepare a speech for an industry event. The Q&A's work well to provide additional information on your web site. Again, we have attached an easy to use drop-in article for your newsletter or other publications. If possible, we would appreciate a link or copies of articles pertaining to these topics from your organization.

Thanks again for partnering with us to educate your small business members in order to make it easier to fulfill their tax obligations. We hope that this education makes them better business people and their businesses more successful.

For further information please contact me. Thank you.

**Working To Put Service First**  
**"The fast and accurate way to file ([www.irs.gov](http://www.irs.gov))**  
**and pay ([www.efps.gov](http://www.efps.gov)) your Federal taxes."**